

**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

**FIRST SET OF INFORMATION REQUESTS OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY TO
KEYSPAN ENERGY DELIVERY NEW ENGLAND**

D.T.E. 01-106

Respondent: Margie Sweeney

Date: September 13, 2005

Information Request DTE 1-5

- Q. Please provide a detailed explanation of how customers are recertified as eligible for the low-income discount rate each year under the traditional outreach process. How often does the recertification process occur? Are customers removed from the low-income discount rate until the customer confirms that he/she continues to be eligible for the low-income discount rate? If so, how are these customers tracked?
- A. Customers eligible to receive fuel assistance can be certified for the low-income discount rate each year thru their local CAP agencies. Weekly files are electronically transmitted from the CAP agencies to KeySpan for automatic processing through our Customer Service System. All Fuel Assistance customers are enrolled on the low income discount effective with their November billing. In all cases, if a customer is enrolled after their November bill they are entitled to a retroactive discount back to and including their November bill.

Customers eligible for Social Services benefits such as Division of Medical Assistance, SSI for the Elderly, AFDC (aid of dependent children), SSI Disability, EAEDC (Emergency Assistance for the elderly, disabled and children, Mass Health, and Food Stamp benefits) are enrolled on the low income discount upon approval from the Department of Transitional Assistance ("DTA"). The discount rate for these customers is generally effective as of the date of DTA approval. However, the Company may, upon review, retroactively apply the discount for prior months where circumstances warrant. The company regularly communicates with DTA throughout the heating season to determine those customers who may be eligible for the discount rate. And, yearly, a file of all customers receiving the low income rate is transmitted to the DTA for verification.

All customers are removed from the low income rate on October 31 just prior to the start of the new fuel assistance season and must be re-certified for the following heating season

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